



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1739-MC

DATE: November 1, 2016

TO: Iowa Medicaid Hospice, Home Health Service, and Waiver Providers including Individual Consumer Directed Attendant Care (CDAC) Providers

APPLIES TO: Managed Care

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Electronic Visit Verification (EVV)

EFFECTIVE: Immediately

On April 1, 2016, most Iowa Medicaid members were transitioned to the IA Health Link managed care program. These members receive health coverage through a Managed Care Organization (MCO).

The department began researching EVV options in August, and is still in the fact-finding phase. As part of the IA Health Link managed care program, EVV was included in the department contracts with the MCOs as a mechanism of program integrity that aligns with national best practices and the proposed federal legislation, HR2446, to reduce federal match to states that have not implemented EVV for personal care services by January 1, 2018. A few states that have implemented EVV already include Texas, Kansas, and Tennessee. There are several other states that are in the process of implementing the EVV program, as well.

In addition to the program integrity characteristics associated with EVV, the department also considers this to be a valuable mechanism to ensure that members are receiving the care they need that is outlined in their service plan. This system will help provide real time alerts when a provider is late or misses a medically necessary service included in a member's service plan. That said, until the EVV system is fully implemented, the department and MCOs will work diligently to ensure that members are receiving all of the services that are outlined and authorized in the service plans of Iowa Medicaid members.

Over the next year, the department will continue to conduct research related to the EVV program policy, technology, and impacts to the provider and member communities. In the next few months the department will be doing the following to ensure that public input is considered and that research is fulsome to take the next steps toward implementation.

- Stakeholder workgroup and listening sessions
- Provider survey of existing infrastructure and perceived costs of EVV
- Webpage dedicated to EVV project and progress

The goal of the department is to launch a program that aligns with the proposed and final federal regulation, adds value to the IA Health Link program, and is inclusive of feedback from Iowa Medicaid stakeholders. Due to these considerations, the department has decided to take the necessary time to fully prepare and will not implement sooner than the Fall of 2017.

Currently, a pilot is in place for a subset of providers. Pilot participation is voluntary and is not linked to claims submission at this time. It is a useful mechanism to collect information about what is successful about the EVV system and what requires targeted training with providers or adjustments to the EVV system. Often programs use pilots as a mechanism to engage stakeholders in the successful development of a system change as the stakeholders can test the system and recommend customizations specific to the unique nature of each particular program. These pilots will continue as the department and MCOs continue to seek more information from providers on how EVV aligns with business practices.

More information related to next steps will be available in the next several weeks.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email imeproviderservices@dhs.state.ia.us.